

OUR VISION

Vibrant communities that value learning.

OUR PURPOSE

The Centre works with local communities to empower individuals to unlock their potential through participation, connections, pathways and learning.

OUR VALUES AND BEHAVIOURS

These values and behaviours guide us in how we do things here at The Centre. Their purpose is to guide the Board, management, staff, and our learners and clients as they interact with us and our communities.

RESPECT

We respect the right of all people to access opportunities to learn, grow and achieve the goals that are appropriate for them as an individual within their own circumstances.

INTEGRITY

We value excellence and accountability in everything we do. We are committed to always being honest and trustworthy.

EMPATHY

We provide a safe environment that embraces diversity and equality. We value every person's potential and their right to take action to improve their lives.

GROWTH THROUGH INNOVATION

We innovate and create to inspire our communities and individuals to achieve positive change. We are bold, relevant and open to change. We embrace formal and informal learning, and welcome every opportunity to develop wisdom, skills and knowledge



CONTACT US

For further information contact our friendly customer service team.

(03) 5721 0200 or 1300 THECENTRE
contact@thecentre.vic.edu.au

Accredited and pre-accredited training is delivered with Victorian and Commonwealth Government Funding. Individuals with disabilities are encouraged to access government subsidised training.

HEAD OFFICE

17 Chisholm Street, Wangaratta VIC 3677
Office hours: 8.45am – 5pm weekdays (excluding public holidays)

OTHER DELIVERY LOCATIONS

Benalla: Samaria Road, Benalla (behind GOTAFE)
Broadford: Living and Learning Centre, 158-162 High St, Broadford
Baranduda: Baranduda Community Centre, Sage Ct, Wodonga
Seymour, Wallan and Kilmore.



WWW.THECENTRE.VIC.EDU.AU

Incorporated Association A0001858K
ABN 22 135 103 997
Registered Training Organisation TOID 4172
Adult Community Further Education Provider
Registered Provider of VCAL
The Centre is a Child Safe Organisation



STRATEGIC PLAN 2018 - 2021



The Centre for Continuing Education Inc. has proudly supported people to access life-long learning and connections to our communities for over fifty years.

Our place within the communities we serve is embedded as we help individuals and groups to thrive and prosper.

This Strategic Plan continues our journey.

As we look to the future, we embrace opportunities to create and deliver significant impacts that improve people's lives.



1. ORGANISATIONAL STRENGTH

The people representing The Centre will build and maintain culture, processes and resources to deliver excellent outcomes for our stakeholders.

We will:

1. foster an inclusive culture that engages all our people and stakeholders, and where all staff openly collaborate and work together to achieve positive organisational and stakeholder outcomes.
2. promote and support our reputation in our communities by visibly living our values
3. achieve a positive financial result in each year, which will build our cash reserves, through a combination of productivity and efficiency, and revenue growth and diversification strategies
4. systematically recognise, understand and manage organisational risks according to our agreed risk appetite within a comprehensive risk management framework
5. establish and implement a community engagement plan to continually understand our customer and community needs – ensuring we respond with appropriate products and services
6. actively maintain our infrastructure and physical resources so that they are fit-for-purpose, and meet our operational, regulatory and legal requirements.



2. SERVICE APPROACH

We will provide innovative and relevant services that meet stakeholder needs and expectations.

We will:

1. understand each client's needs so that appropriate, timely and holistic support can be provided to help them achieve their goals
2. develop products and services that are relevant to our clients' needs
3. implement initiatives that reduce barriers to participation in our programs and other learning pathways
4. measure the impact our programs have on changing our clients' lives and on our communities – systematically analyse this and other information to adjust and continuously improve our programs and ensure best practice
5. build the brand and educate the market place about our organisation and its products and services through coordinated and targeted marketing initiatives
6. establish systems and practices that build and enrich our relationships with our past, existing and potential clients
7. identify, explore and assess opportunities for growth using a decision-making framework that includes appropriate assessment of alignment with the organisation's direction, capacity and capability, as well as associated risks
8. share opportunities across our organisation in order to provide cohesive and holistic client solutions that leverage off our various programs, projects and capabilities
9. establish healthy relationships, partnerships and networks with local organisations and agencies to support enhanced development and delivery of our services throughout our region.



3. ENTERPRISE & GROWTH

The Centre generates resources to invest in empowering our communities to be vibrant and value learning.

We will utilise our human and financial reserves to:

1. establish, support and maintain initiatives that contribute to building community capability and resilience
2. actively lead and advocate for the sustainability of the sectors we operate in
3. expand our reach and positive impact through collaborative relationships with other organisations in other sectors and/or in other geographic locations
4. build productive and enduring relationships with philanthropic and corporate entities to support community-building initiatives
5. establish an enterprise to provide an ongoing source of self-generated funding for our social impact programs and initiatives
6. explore opportunities for collaboration and sharing of resources that are linked to achieving our Vision and align with our values.